



JACK ROSE

APPLICATION ENGINEER

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PROFILE

Experienced business applications professional with over 10 years' experience in delivering, supporting and improving complex enterprise systems across large user bases. Strong background in Microsoft Dynamics 365, service improvement and digital change with a proven ability to translate technical requirements into practical business outcomes. Known for building strong working relationships, driving continuous improvement and helping organisations make better use of technology to support operational goals.

CERTIFICATIONS



* In Progress *



EXPERIENCE

Application Engineer Barnardo's

Apr 2023 - Present

- Lead on the support, enhancement and optimisation of Barnardo's business applications, helping to maintain secure, stable and effective services across the organisation.
- Work with stakeholders, technical teams and suppliers to translate business needs into practical application improvements and deliverable technical solutions.
- Support the design, implementation and the on-going improvement of cloud-based application services. Help to support user's needs, service continuity and the wider organisational priorities.
- Contribute to the co-ordination of application change across multiple business areas, including controlled transition into BAU through testing, release support, documentation and user guidance.
- Provide subject matter expertise across a variety of enterprise business applications and related technologies, supporting governance, service quality and data integrity.
- Identify opportunities for process improvement, automation and better use of technology to help support Barnardo's wider digital transformational goals.
- Build strong relationships across technical and non-technical teams to communicate progress, risks and recommendations clearly.

Dynamics 365 CRM Analyst Vistry Group

2020 - 2023

- Led development and support of a large-scale Microsoft Dynamics 365 implementation for 2,500+ internal users and 9,000+ external customers, driving strategic expansion across Customer Service, Sales and Marketing modules.
- Delivered a multi-branded customer portal and over 400 custom solutions, covering system design, automation, integrations and large-scale data transitions.
- Provided technical leadership and governance, translating business needs into solutions, ensuring security and stability and supporting adoption through training, documentation and stakeholder engagement.

HOBBIES

When I'm not in the office, I like keeping myself busy playing sport. I currently play for Chippenham Hockey Club and I am also very proud to have represented my county as Wiltshire goalkeeper. Aside from sport, I like to think I can play bass guitar, enjoy going to gigs and of course love spending time with my family. I am a keen investor of tech startups and often take part in crowdfunding public projects. I am known to tinker with old tech and am a member of several tech modding communities online.

SKILLS

Enterprise Applications Support



IT Service Management



Cloud Application Services



Service Improvement



Business Process Improvement



Documentation and Governance



Cross-functional Collaboration



Problem Solving



SOFTWARE & SYSTEMS

- Microsoft Dynamics 365
- Microsoft Power Platform
- Microsoft Power Apps/Automate
- Microsoft Power Pages
- Azure DevOps
- Enterprise ITSM Tools
- Cloud-based business applications
- Automation and integration tools



EXPERIENCE CONT...

Systems Analyst

Vistry Group

2018 - 2020

- Supported ERP and CRM environments across the business, delivering high-quality system support, data extraction, reporting and user guidance across multiple brands.
- Delivered application enhancements and produced custom SQL-based reports and extracts.
- Strengthened customer-service excellence through clear communication and proactive issue resolution.

Front-end Developer

Mole Digital

2017 - 2018

- Developed and maintained websites and digital solutions using HTML, CSS and JavaScript.
- Reporting client KPIs using custom SQL and Google Analytics
- Managed and nurtured client relationships
- Created custom graphics and digital assets using Adobe Photoshop.

Technical Consultant

Appsbroker

2016 - 2017

- Supported clients with Google applications and custom solutions involving HTML, CSS, JSON and SQL.
- Produced detailed technical documentation and assisted with solution testing.
- Conducted code reviews and supported technical delivery across multiple projects.

IT Application Analyst

Hardware

2014 - 2016

- Responsible for user administration and reporting across ERP, CRM and Eloqua systems.
- Delivered finance and sales reporting using SQL Server and SSRS.
- Ensured strong data governance and reporting accuracy.

Service Desk Analyst

Prolinx

2013 - 2014

- Delivered first-line technical support and maintenance for users across the business.